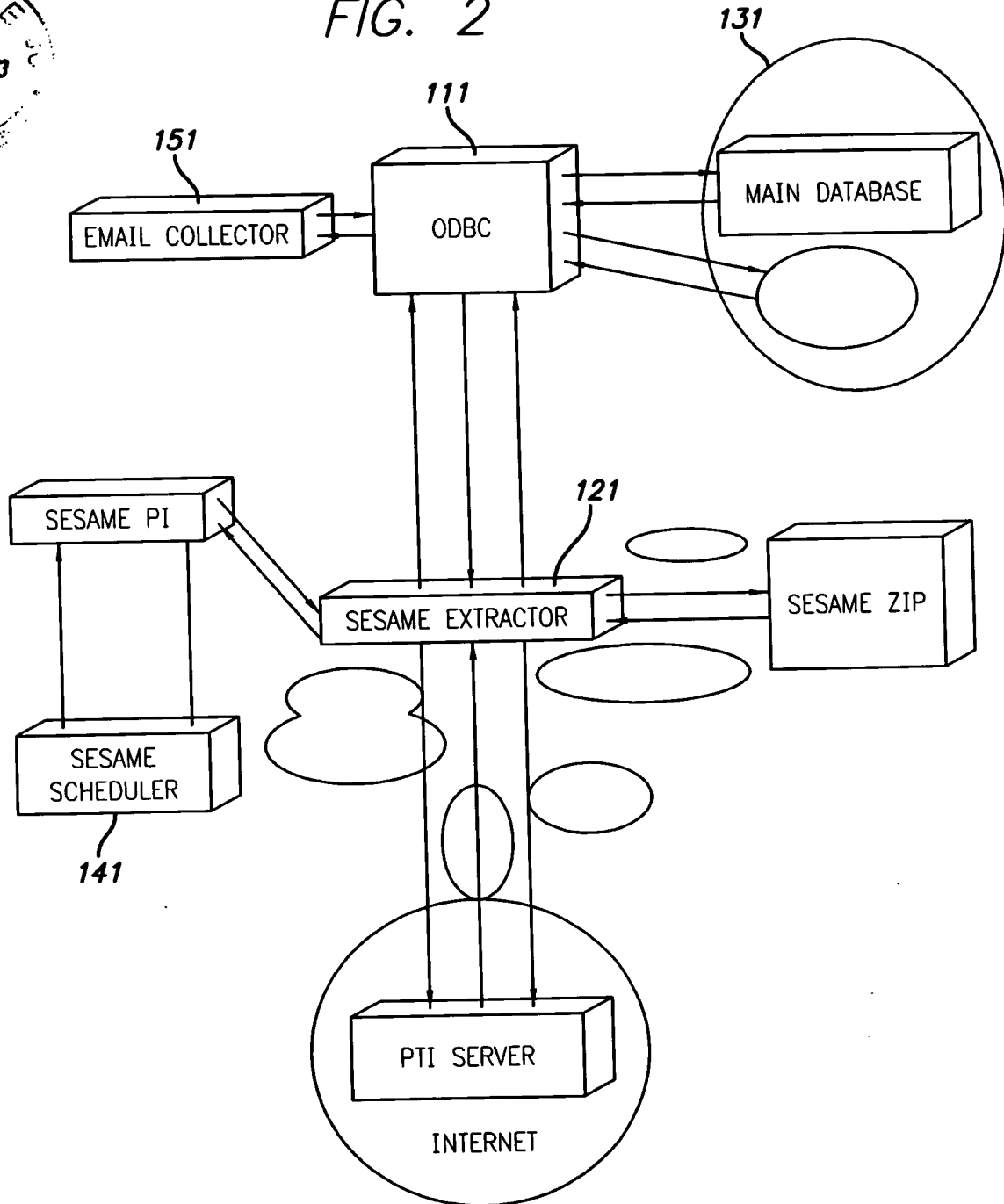




FIG. 2



Settings — general

3/9

FIG. 3

If you make any changes to your settings, please remember to select
SAVE SETTINGS.



xxxxxx

Doctor

Joe Fiddle, DDS

Telephone

(408) 320-7528

E-mail address that will
appear in the "From" line on messages to patients

FiddleDDS@padf.org

Second e-mail address
for Pt interactive to contact office (optional)

FiddleDDS@padf.org

URL for orthodontist's web site

<http://padf.org/dental/fiddledde>

Credit Card Payment ☒ Enabled

E-mail address for credit card payment notification

FiddleDDS@padf.org

Appointments ☒ Enabled

Recalls ☒ Enabled

Payment Overdue Notice ☒ Enabled

No Show ☒ Enabled

Birthday Greetings ☒ Enabled

Greeting

Sign Off

Encourage patients to reply by: ☒ Telephone

xxxxxx

xxxxxx



FIG. 4

Example mail – Appointments

From: Fiddledds@padf.org
To: jessica@wink.com
Subject: Your orthodontist is looking forward to seeing you!

Hello!

Jessica Baker is scheduled to see Dr. Joe Fiddle, DDS on May 18 2002 at 11:00 am.

For a map to our office, visit <http://padf.org/dental/fiddleddsmap.html>

Did you know we are moving into a new office in July? It is just around the corner from our present location. We will have almost twice as much space. Our reception area will feature a video games area, as well as a temporary work station for you to pull out your laptop or make calls.

Wishing you a beautiful smile,

Dr. Joe Fiddle, DDS and Staff

(408) 320-7520

Please do not reply by e-mail. Call Dr. Joe Fiddle, DDS' office at (408) 320-7528 with any questions.

xxxxxx

xxxxxx



FIG. 5

Settings – Payments Overdue

If you make any changes to your settings, please remember to select SAVE SETTINGS.

Subject

Payment to orthodontist overdue

Optional Text

Did you know you can view information about your account on our web site? Please visit www.waltonortho.com.

☒ Random text

Also apply this optional text to

☐ Appointments☐ Recalls☐ No Show☐ Birthday Greetings

Number of days (including Saturday and Sunday) after roll date that reminder should be sent.

Age at which patient should receive billing and account mails (if this feature is enabled).

Late Charge Amount (if any) \$



FIG. 6

Example mail – Payment Overdue

Subject: Payment to orthodontist overdue

We have not received your payment of \$ 300. This payment was due April 18, 2000.

Please Pay now and avoid a \$ 10.00 late charge. To pay by credit card, click here:
http://padf.org/dental/fiddleddspl/card/card_form.cgi?a=170&d=50&type=1.

If you have already made this payment, please disregard this reminder.

Did you know you can view information about your account on our web site? Please

Please do not reply by e-m



FIG. 7

Example mail – Recalls

From: Fiddledds@padf.org
To: jessica@wink.com
Subject: Time to schedule with the orthodontist!

Hello!

Dr. Joe Fiddler , DDS needs to see Jennifer Baker in August. Please Call our office at (408) 320- 7528 to schedule your appointment.

Please welcome Dr. Janet Evans to our office. Our practice is growing and Dr. Evans is Joining Dr. Smiley. Dr. Evans comes to us from Cleveland, Ohio by way of the University of Washington Department of Orthodontics.

Wishing you a beautiful smile,
Dr. Joe Fiddle, DDS and Staff
(408) 320-7520

Please do not reply by e-mail. Call Dr. Joe Fiddle, DDS' office at (408) 320-7528 with any questions.

XXXXXX

XXXXXX

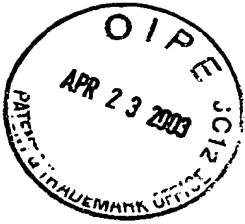


FIG. 8

Example mail – No Show

From: Fiddledds@padf.org
To: jessica@wink.com
Subject: Time to schedule with the orthodontist!

Hello!

We missed John Baker, who had an appointment on April 16, 2000, at 9:00 am!
Please call our office at (408) 320-7528 Immediately to reschedule.

If you have already rescheduled by the time you read this mail, please disregard this reminder.

Did you know you can view information about your account on our website? please visit www.waltonortho.com.

Wishing you a beautiful smile,
Dr. Joe Fiddle, DDS and Staff
(408) 320-7520

Please do not reply by e-mail. Call Dr. Joe Fiddle, DDS' office at (408) 320-7528 with any questions.

xxxxxx

xxxxxx



FIG. 9

Example mail – Birthday Greetings

From: Fiddledds@padf.org
To: jessica@wink.com
Subject: Time to schedule with the orthodontist!

Hello!

Dr. Joe Fiddle, DDS and staff want to wish Maria Middleton a Very happy birthday!

Did you know you can view information about your account on our web site? Please visit www.waltonortho.com

